

TELEPHONE TALK

Vol. 33, No. 4

BRITISH COLUMBIA TELEPHONE COMPANY

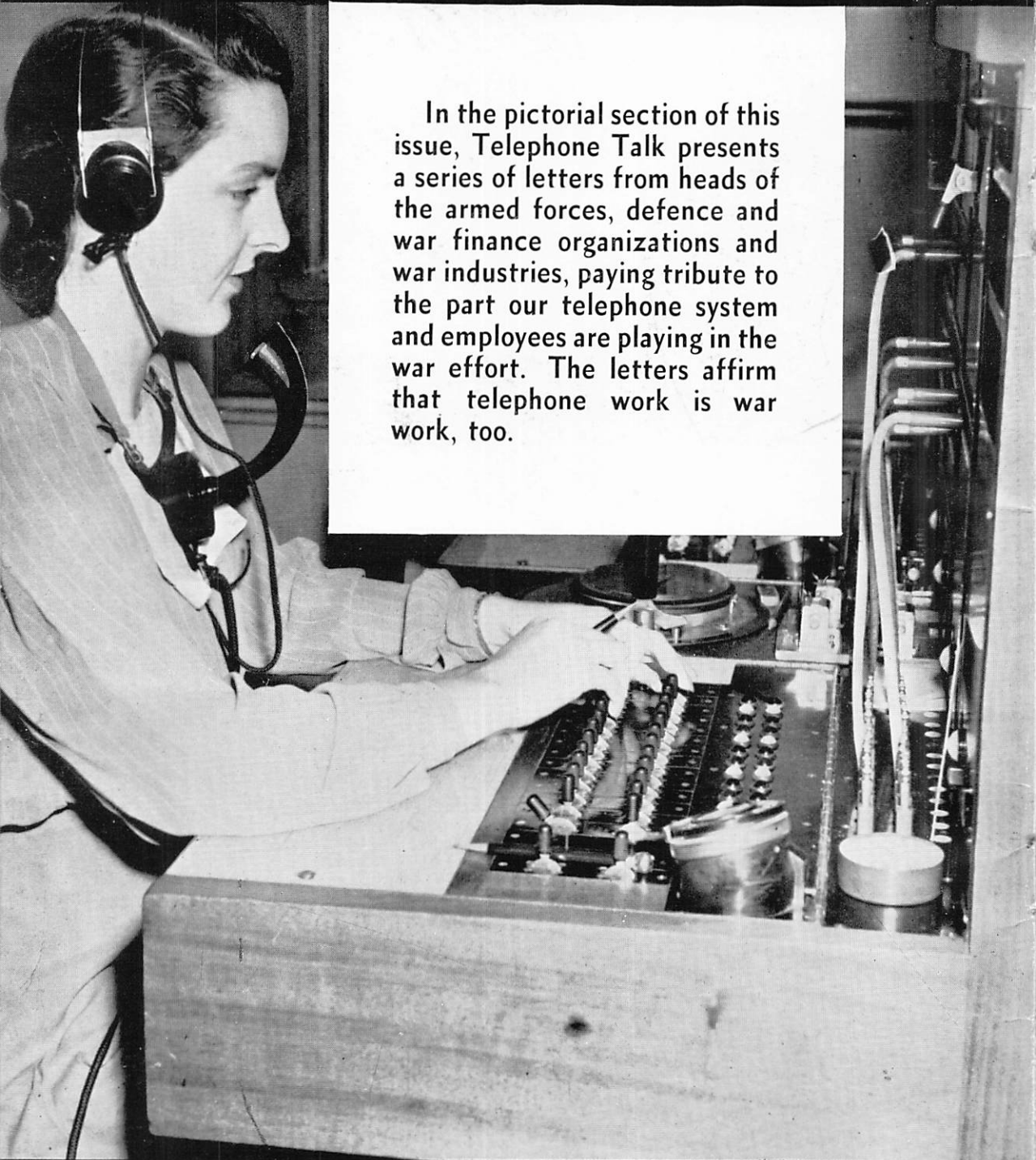
July-August, 1943



—Photo by Duncan Macphail

War work! The lineman up aloft, the girl at the switchboard, the worker in the office—telephone employees in various spheres are doing an important war job; they are engaged in an industry that is vital to victory. The lineman pictured here is Frank Turner, of Victoria.

Telephone Work Is War Work



In the pictorial section of this issue, Telephone Talk presents a series of letters from heads of the armed forces, defence and war finance organizations and war industries, paying tribute to the part our telephone system and employees are playing in the war effort. The letters affirm that telephone work is war work, too.

The "soldier of the switchboard" pictured above is Miss Ileane Parker, of the Chilliwack staff.

—Photo by Wilson's Studio



A Soldier Salutes the Telephone Industry

DEPARTMENT OF NATIONAL DEFENCE
ARMY

Headquarters Pacific Command,
Vancouver, B. C., 1 August, 1943.

C. B. Diplock, Esq.,
General Manager, B. C. Telephone Co.,
Vancouver, B. C.

Dear Mr. Diplock:

I would like the telephone men and women of British Columbia to know that the work they are doing is vital to the war effort; and I welcome this opportunity to thank them on behalf of the Armed Forces for the services they have already rendered.

Though the telephone workers wear no uniforms and perform their tasks "without benefit of bugles", they serve the Army, Navy and Air Force on this coast so incessantly and in so many ways that they may well consider themselves a sort of unofficial civilian auxiliary.

They are not merely aiding us in protecting our coast; they are helping us to get ready for offensive operations on the enemy's home grounds. And they are doing a big service for us indirectly by speeding the building of ships, aeroplanes and other things which we urgently need.

We thank the cheerful young ladies who handle our calls so swiftly despite the wartime shortages of equipment and circuits; and the men who install and maintain the equipment and handle our "rush jobs" so nicely; and we do not forget the other telephone workers who are less conspicuous but whose tasks are none the less necessary to the efficient operation of a communications system.

We couldn't ask for a better crowd to work with.

Yours sincerely,

(Signed) G. R. PEARKES,

Major-General,

G. O. C.-in-C., Pacific Command.

Ships...and Telephones!

"Burrard Dry Dock is delighted to have the opportunity to state publicly, not only their appreciation of the B. C. Telephone system, but the B. C. Telephone service, which keeps our 160 lines—increased from 30 during our wartime activities—in working order.

"It is practically impossible to tell you in the words at our disposal just what the telephone means to shipbuilding. Perhaps the best way of expressing it is to say that the switchboard is the spine of the industry, and the cords the nerves that reach into every vital part, bringing life and instant response into all corners of the yards and ships.

"Cargo ships carry life-giving supplies and war-winning ammunition to our own armies and those of our allies across both seas. We must build more and more ships to carry more and more cargoes . . . urgent cargoes! We must build them faster! Telephones save time! Time saves lives!

"Please assure the men and women of your company, who keep the telephone system of war industries running smoothly, that they are doing just as worthy a piece of work as any other man or woman in the shipyards—or any other war industry."

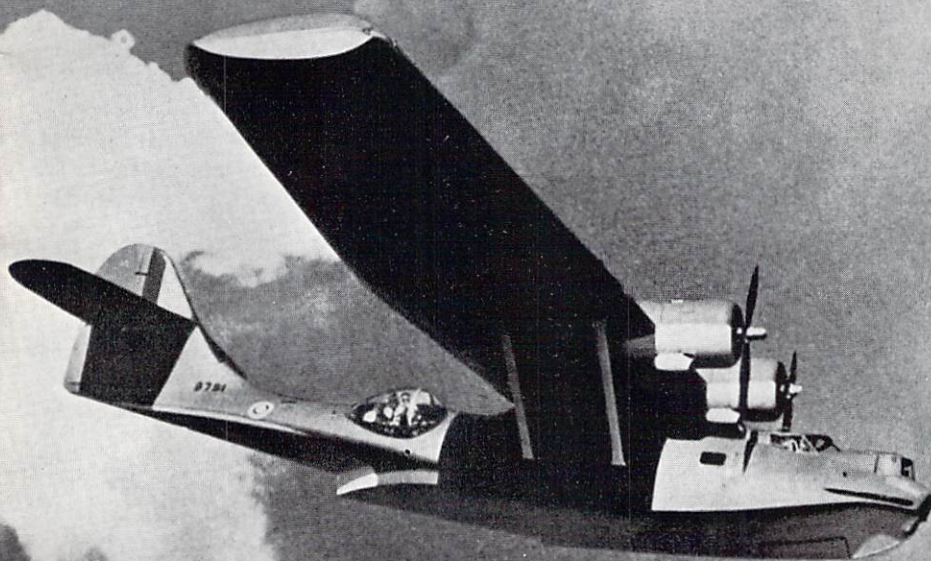
—C. WALLACE,
President,
Burrard Dry Dock Company Limited,
North Vancouver, B. C.



—Burrard Dry Dock Staff Photo

This telephone in the North Burrard Yard steel office of the Burrard Dry Dock Company is just one of 160 that save time and money for this great shipbuilding concern. A fitter foreman, in charge of hull fabrication, has just asked this steel checker for 20 pieces of plate (9"x7' 7"x5/16"). The checker, in turn, picks up the telephone, calls the plate shop clerk and learns, without delay, that the pieces can be supplied from scrap, thus saving the more precious full-sized plates. "Local 'phones speed up men's work in the yard. Long distance expedites the arrival of all important materials," says the president of Burrard Dry Dock.

Words, Wires and Wings



A Catalina patrol bomber, produced in a Vancouver factory of Boeing Aircraft.

"We wish to take this opportunity of directing a tribute to the B. C. Telephone Co. and its employees for the valuable part they are playing in Canada's war effort.

"Demands for increased production in the aircraft industry require speed and flexibility of communications. In this respect the telephone is indispensable.

"Lives of our fighting men may hang on the speedy transmission of messages, which will cut time from the delivery date of patrol bombers, which are being flown directly from our factories to battle zones of the world.

"We wish to thank you at B. C. Telephone Co. for your part in speeding the day of victory."

—JOHN McGRAW,
Assistant General Manager,
Boeing Aircraft of Canada Limited.
Vancouver, B. C.

ARP Chief Praises *'Phone Workers*

"I am indeed pleased to have an opportunity to pay tribute to your Company and its employees for the splendid work they have done and are continuing to do for Civilian Defence.

"The facilities of the B. C. Telephone Company form an integral part of Civilian Defence and are relied upon to a large extent in the warning system of our Communications Sub-Committee. Needless to say, the importance of getting our messages flashed throughout any required area, quickly and efficiently, is essential. Loss of time, should a raid occur, would result in loss of lives and damage to property that would perhaps be unnecessary.

"British Columbia has, with your help, perfected a communication system network that covers nearly every city, town and hamlet. In tests it has proven its efficiency and reliability, and for the safety of our citizens, war industries and property, it must be maintained at its present high state of efficiency.

"Apart from our so-called 'warning system', telephone facilities in a raid will literally mean the difference between life and death. The telephone will be the means of contact between the districts and the central controls to which would be relayed reports, calls for reinforcements, supplies, ambulances, rescue squads and the many branches that go to make up our organization.

"Should we be attacked by air, service must be maintained at all costs as long as humanly possible. The speed of the telephone over our second line of communications—the messengers—is beyond comparison.

"I know that I speak for all in Civilian Defence in this province when I say that we feel secure in your hands—night and day your service is alert and reliable. Should there be need for us to go into action, we know that, like your counterparts in Great Britain, your employees will rise to the occasion with the same calm fearlessness that marked the British Telephone people under fire.

"Telephones to Civil Defence rank highest in our essential services."

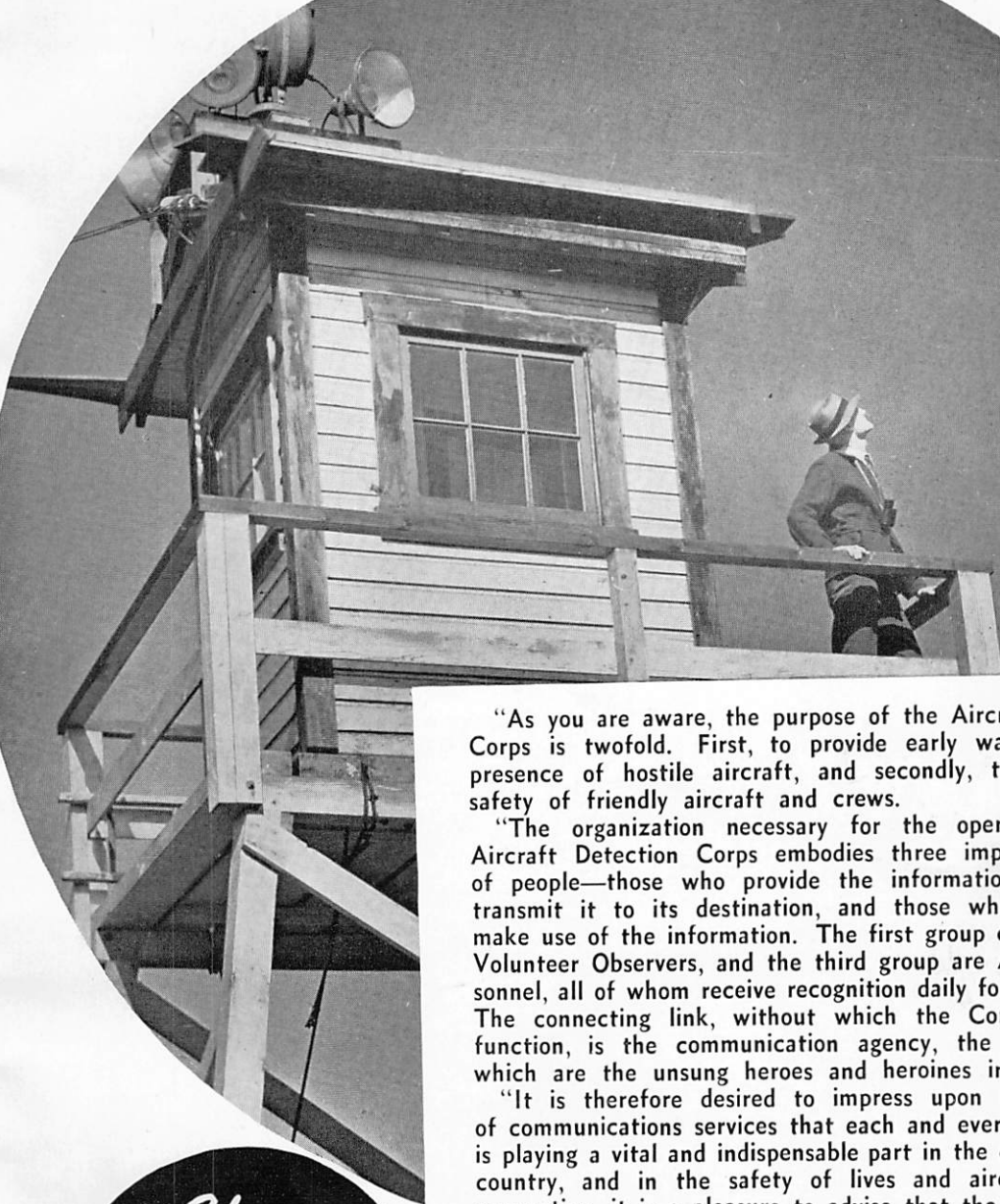
—W. C. MAINWARING,
Chairman, Advisory Council,
Provincial Civilian Protection Committee,
(ARP), Vancouver, B. C.



—Photo by Don Coltman

W. C. Mainwaring, provincial ARP head, studies the gigantic relief map of B. C. in Civilian Protection headquarters, Vancouver.

Guarding Against Attack from the Skies



Above
SAMUEL O. MARSHALL
Aircraft Observer
AT
POWELL RIVER

"As you are aware, the purpose of the Aircraft Detection Corps is twofold. First, to provide early warning of the presence of hostile aircraft, and secondly, to ensure the safety of friendly aircraft and crews.

"The organization necessary for the operation of the Aircraft Detection Corps embodies three important groups of people—those who provide the information, those who transmit it to its destination, and those who receive and make use of the information. The first group consists of the Volunteer Observers, and the third group are Air Force Personnel, all of whom receive recognition daily for their efforts. The connecting link, without which the Corps could not function, is the communication agency, the employees of which are the unsung heroes and heroines in the scheme.

"It is therefore desired to impress upon the employees of communications services that each and every one of them is playing a vital and indispensable part in the defence of our country, and in the safety of lives and aircraft. In this connection, it is a pleasure to advise that the parties of the first and third parts mentioned above invariably praise the courtesy and speed with which B. C. Telephone Company operators handle Aircraft Detection Corps reports. Also, it is the experience of the Air Force Officers responsible for administration of Aircraft Detection Corps, that their many demands upon B. C. Telephone Company employees are received cheerfully and dealt with efficiently. May an expression of appreciation be conveyed to your employees, and may they be encouraged to keep up the good work."

—R. E. Slinger S/L,

Senior A.D.C. Officer for A.O.C., W.A.C.,
Vancouver, B. C.

War Finance by Telephone

"Next to actually fighting, or producing materials for battle, we think that the financing of the war is about the most important work that Canadians can do today. The telephone—and the people behind the scenes in the telephone office—play a tremendous part in this activity.

"The raising of $2\frac{1}{4}$ to $2\frac{1}{2}$ billion dollars in one year among a population of roughly eleven million people is a tremendous task. One of the most important factors in our operations is the communications industry, and we, in British Columbia, feel we owe a word of appreciation to the B. C. Telephone Company.

"As you know, twice a year this Division of the National War Finance Committee has to set up an organization capable of calling on every adult in every household in British Columbia and the Yukon, as well as setting up an internal organization in every payroll establishment in the area. In the 45 units into which the territory is divided, offices must be opened, staff secured, salesman appointed and trained and a routine established for exact recording of sales; all in a period of approximately three weeks.

"Then for another three weeks during each campaign, the work of approximately 900 field salesmen and 3500 volunteer salesmen in large business firms and factories must be directed. When you realize that during the Fourth Victory Loan in April-May of this year, 218,166 individuals in British Columbia and the Yukon purchased bonds (and this does not include large subscriptions), you can appreciate the size of our job and the need for haste.

"Telephones and equipment must be found and installed in each of the 45 unit offices without much notice—and they are kept humming.

"With mail service to many parts of this territory inadequate for rush operations such as ours, long distance calls often present the only satisfactory means of maintaining contact with organizers who are constantly supervising large areas.

"Considering the fact that so much of our business is transacted over the telephone, and that a great amount of the detail work we do would be impossible if this means of communication were denied to us, we have a great deal to be thankful for when we consider the excellent service you have been able to give us."

—R. M. BRINK,
Vice-Chairman, B. C.-Yukon Division,
National War Finance Committee.



—Photo by Claud Dettloff

Miss Virginia Jinks, private branch exchange operator at the Vancouver headquarters of the National War Finance Committee.

*"Hello
Mother!"*



An Irishman was the recent winner of a free long-distance telephone call donated by a Vancouver Jewish organization. He is Jimmy More, of the Canadian Army, pictured above talking to his mother in Montreal. The free call was won in a drawing, which is an event of every Sunday night at the Jewish Community Centre, 11th avenue and Oak street, Vancouver, where the B. C. Jewish War Efforts Committee of the Canadian Jewish Congress sponsors entertainment for men in service. Chairman of the committee is Ben Pastinsky. The night Jimmy More was a winner, free calls were also won by two other soldiers—one Scottish, the other Jewish.

Super Selling for Victory



—Photo by Charles West

Pictured in the smart "Miss Canada" uniform above is Miss Hazel Goodall, Kerrisdale operator, who spends her spare hours to good advantage by selling War Savings Stamps. During the first week of the recent "Stamp Out the U-Boat" campaign, she did the best individual sales job in Vancouver.



—Photo by Dominion Photo Co.

Over 600,000 telephone calls are put through in Greater Vancouver and New Westminster on the average business day. Here's one of the young ladies who make the connections, Miss Kathleen Pye, of the Fairmont operating staff.

Golden Wedding

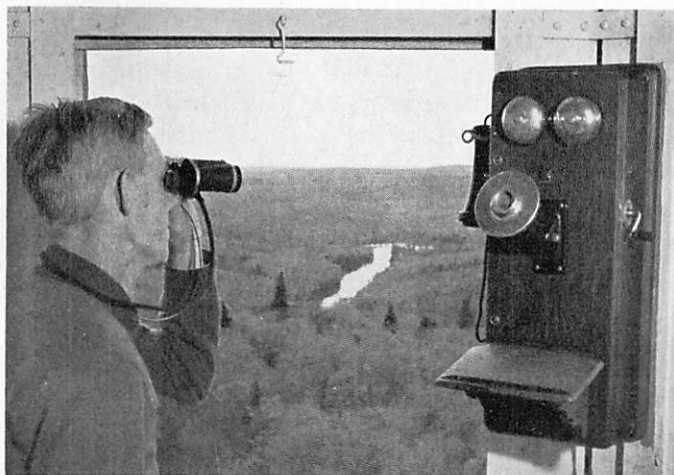


—Photo by Dominion Photo Co.

Mr. and Mrs. George McCartney, of Vancouver, who reached the fiftieth anniversary of their wedding on June 21. Mr. McCartney, retired superintendent of construction of the B. C. Telephone Company, was 44 years in the telephone business, 34 with the B. C. company. The couple were married in Toronto on June 21, 1893.

"I Want to Report a Forest Fire"

By HUGH WEATHERBY



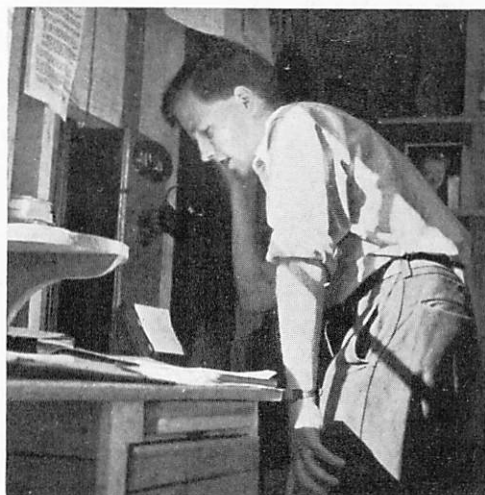
The lookout man leads a lonely life. Hour after hour he perches in his cubbyhole on top of a mountain, scanning the surrounding countryside in search of smoke. Immediately smoke is sighted, he plots its position on a map and 'phones the location to headquarters. His telephone is his only contact with the outside world; if it ceases to function, his usefulness is ended.

FOR every forest fire that occurs in British Columbia, a detailed written report is completed by the local responsible Forest Service Officer. Reading through a number of these fire reports, the writer found much to interest the layman, but one thing in particular stood out from a communications standpoint. In almost every case under the section devoted to initial action and reporting the fire, were the words, "The report was 'phoned in by so-and-so."

A little further investigation revealed many interesting things about the telephone and its service to the Forest Branch. Looking for something of a spectacular nature, we turned to the Operations Division, which is responsible for the detection and suppression of forest fires. We learned first that detection is more important than suppression. If the fire is detected and properly located soon enough, the actual job of suppression in the initial stages of

the fire is simple. With a view to getting early detection, the Operations Division maintains lookout towers and cabins strategically located on commanding heights of land throughout the province. These lookouts are manned during the fire season (May 1 to October 1) by men familiar with the surrounding country, and whose duty it is to keep constant vigil, alert for the first wispy sign of smoke. (NOTE: Forest Service lookout men are doing double duty for the duration of the war;

they not only spot fires, but also act as official aircraft detection officers.)



The lookout man's call is received at the Ranger station and a fire-fighting crew goes into action at once. The lookout man continues to report on the progress of the fire until it is finally extinguished.



On the highest points of land are the Forest Branch lookout towers. Sites are chosen to give the observers the widest possible field of vision.

When a fire is spotted, its exact location is quickly plotted on a map. The information is then 'phoned to the local Ranger headquarters, from where fire-fighting crews are organized and dispatched. In many of the most hazardous sections of the province, small mobile fire-fighting crews, known as "suppression crews", are maintained at or in the immediate vicinity of the Ranger station. This crew is instantly available and very fast action is possible. If the fire is small, the crew is back in a short time, ready for more. If, on the other hand, the fire is a large one, with weather conditions adverse, and valuable timber stands involved, supplementary elaborate fire-fighting organization immediately becomes necessary. The Ranger or his assistant will probably accompany the first crew to the fire, and while initial action is being taken, he will make a swift reconnaissance as a basis for the tactics to be

used and also to guide him in making an estimate of the men and equipment required. Here again the telephone plays an important part. With his plan of campaign determined, the Ranger 'phones his headquarters, giving full instructions to the Dispatcher on duty there in regard to the crews and equipment to be organized and sent to the fire. The Dispatcher immediately consults his pre-organization chart, which lists all men and equipment in his district, then he starts 'phoning. He quickly contacts the experienced men nearest the fire and starts them on their way, fully aware of the fact that five men *now* may be worth a thousand in an hour.

If the fire is too large to be handled with the manpower and machines in his own district, the Ranger will contact his District Forester by 'phone, thus bringing the resources of several Ranger districts against the fire.

During the time a fire is burning,



Snags—dead standing trees—must be felled by the hundred. If they are left standing, they spread the fire faster than fire fighters can control it.

when not actually on the fire lines, the Ranger almost lives by his telephone; without it his task would be nearly impossible. When the fire is finally brought under control, he relays the glad tidings to headquarters by telephone.

Apart from the service the telephone performs in Forest Protection, it is also of paramount value in other branches of Forest Service activity. It enables the foreman in Forest Project camps to maintain their food supply, to order replacement parts for machinery and mobile equipment, often effecting great savings in man-hours—a most important consideration in these times. And it is the telephone that sends out the urgent call for help in event of sickness or accident in the woods.

Coming into increasing use with the Forest Service is the radiotelephone, as a supplement to the regular telephone



How can anyone count the cost in terms of little fellows like this? And he is only one of the many sufferers fire fighters find in the wake of a forest fire: Burned birds' nests, dried up and polluted streams. All these are part of the toll exacted by fire in the forests.



Fire fighting is rapidly changing, and today machines play an important part. Caterpillar type tractors, using either bulldozers—a blade in front of the machine, which pushes everything to one side—or ploughs, which are pulled, make fire lines in a hurry.

service. The radiotelephone fills a definite place as a connecting link between the lookouts and Ranger headquarters, where in most cases telephone line construction is too costly and difficult to attempt. The Forest Service also owns a number of portable radio transceivers, used for direct contact from the scene of fire-fighting operations and Ranger headquarters, when the fire is large. These small, portable sets have paid for themselves many times over in saving time, manpower and equipment, by affording a means of fast communication.

But every story has two sides, and if the Forest Service is dependent on the telephone, so is the telephone dependent on the Forest Service. The long lines of poles that carry the wire over thousands of miles come from the forests; if suddenly deprived of its pole supply, the Telephone Company would indeed be in

(Continued on Page 23)

Telephone "Quiz Kids"

By MISS CATHERINE WILSON

Information Chief Operator, Vancouver

INFORMATION operators—or "Quiz Kids", as one facetious subscriber insisted on calling us—are frequently asked:

"Why do you inquire of a person asking for a number if the address given is 'a Vancouver city address'?"

Well, the object is to simplify the search for the number. There are more than 200 instances of duplication of street names in Greater Vancouver and New Westminster; and in Vancouver itself, a street may pass through several central office areas.

Suppose a subscriber asks for the telephone number of a Mr. White on Argyle. This might be a listing for West, North or Whytecliff, or Fairmont, Dexter or Fraser. Mr. Green on Nelson might be sought in Marine, Pacific or Dexter or in North, West, New Westminster or Richmond. Mr. Black in the 600 block on Seventeenth might be looked for in Vancouver, or in West, North or New Westminster.

By using the phrase, "Is it a Vancouver city address?", the operator is able to avoid considerable delay in locating the number by turning immediately to the exact section of the tabulator where the listing is to be found.

Information tabulators consist of large rotary drums, carrying all listings for Vancouver, New Westminster, North, Deep Cove, Richmond, Steve-

ston, West and Whytecliff. Three drums are required to carry one complete set of numbers.

A record is kept on the Information board of apartments not listed under the apartment name, and this list enables the operator to locate the listing without asking for the address. Should the subscriber ask for Mr. Brown in the Tweedsmuir Apartments, the operator will refer to the apartment record first, locate the address, then look on the tabulator for a Mr. Brown at 1245 Nelson street in Vancouver. The number of apartments showing under this category is over 500.

The Information operator works under a decided handicap inasmuch as she must rely on the sound to convey the information to her. Hyphenated names frequently cause confusion, because the first part of the surname may sound

like the Christian name and the operator is apt to check under the wrong name first if she is not familiar with the listing, as in the following names: Arthur-Hillcoat, Gordon-Cooper, or Harvey-Smith. In these cases the listing is to be found under the first name and not under the second, as it sounds to the operator. Betait sounds like B. Tait; Arscott like R. Scott; and Robertshaw like Robert Shaw.

Unusual spellings of common names also cause the Information operator to



Miss Catherine Wilson, Information chief operator, Vancouver.

use both imagination and ingenuity in locating the listing as the following names will show: Duncan, spelt Dunkin; Frew, Fru; Harrison, Harasyn; Law, Lau; Owen, Oin; and Thomas, Tomas.

Practically every name has at least two or more spellings, and before the operator gives a "nothing listed" report, she must check under all the possible spellings of the name, regardless of whether the subscriber has spelt the name or not. On a call for Ray the following spellings should be checked: Rae, Rahy, Raye, Rea, Reagh, Reay, Rey, Reigh and Wray, there being 10 ways to spell Ray. The name Nichols has seven spellings; Reid, six; and so on.

Coined trade names complicate the operators' work. These names are not located under the common spelling as the following examples will demonstrate: Besstt Beauty Shoppe, Biltwell Furniture, Dubbel-Wear Uniforms, Fyre-Fyter Co., Hi-Power Furnace, Hygrade Radio Ltd., Kumfort Furniture Co., Ladi Gai Beauty Shoppe and Shurpass Matriculation. Two unusual listings are "Ask Mr. Foster Travel Service" and "Who's Your Hosier."

One operator had a call for "Mackie" on Barclay and had started to look up the listing under the common spelling of the name when she heard the subscriber say to someone in the room, "She is going to have a tough time finding this one because it is spelt M-A-K-I." There was also the subscriber who asked for the telephone number of a certain business but did not know the name and, upon being referred to the Classified Section of the telephone directory, said, "Oh, I'm blind, operator, will you locate the listing for me?" The operator was looking up the information when she heard the subscriber say, "Oh, I always tell them I'm blind because they turn the office upside down to find the number for me." Examples

of man's inhumanity to Information operators.

The bane of the Information operators' existence is the subscriber who insists on giving the family history of the party whose telephone number is wanted before giving the necessary information to enable her to locate the listing. One subscriber's ramblings went like this: "I would like the number of a man who came from Chilliwack a month ago after his wife ran away with the undertaker's son. Oh, the scandal was something terrible. He is living with his married daughter now and I want to get in touch with him as our lodge is having a social for the out-of-town members, and we would like to get him to come and pay up his wife's back dues."

Sometimes subscribers request the number of a nearby telephone when the party they wish does not have a telephone. One believed she had a very good reason for demanding this service, as, she explained to the operator, her friend's husband had been arrested and she wished to let her know right away before any busy-bodies could break the news.

One subscriber, upon having the numbers of two persons of the same surname suggested to her by the operator, exclaimed: "Oh they're brothers and I want the taller one!"

Due to a shortage of equipment and operating facilities it would seem an appropriate time to suggest that all available assistance be given to us when placing a call, to enable us to give the most efficient service, and in this way help to do our part in the war effort.

Mistress (to new maid): "Be careful when you dust these pictures, Mary; they're all Old Masters."

Maid: "Good gracious! Who'd ever think you'd been married all those times, mum!"

Honor Roll

Permanent employees of the British Columbia Telephone Company and associated companies in B. C. who have joined the Armed Forces in the present war:

Adams, F. Clifford, Victoria Plant
Addy, Doreen F., Head Office
Allen, F. E., Swbd. Installation
Anderson, Harry, Vancouver Installation
Archibald, Pauline, Trail Traffic

Baigent, Douglas, Vancouver Mtce.
Barnett, Charles, Vancouver Comm'l
Baxter, Idella M., Cranbrook Comm'l
Begg, G. H. K., Swbd. Installation
Bell, Eric, Engineers
Bemister, Harold V., Chilliwack Plant
Blair, Thomas L., Plant Acctg.
Blair, W. E., Repair Shop
Boulding, S. C., Repair Shop
Bourne, Harold G., Victoria Plant
Braithwaite, Clifton W., Victoria Plant
Britland, L. P., Swbd. Installation
(Killed)
Broadfoot, Archie J., Victoria Plant
Browne, Joan F., New Denver Traffic
Buick, Elizabeth M., Rossland Traffic
Buntain, Elizabeth H., Bayview Traffic

Carlisle, Martin F., Vancouver Installation
Chubb, Donald A., Vancouver Comm'l
Clark, J., Repair Shop
Cliff, E. G., Swbd. Installation
Clitheroe, Doris, Haney Traffic
Cole, Colin Q., Vancouver Installation
Connell, S. Gore, Victoria Comm'l
Corfield, Thelma R., Nanaimo Traffic
Course, R. W., Repair Shop
Coussens, G. H., Repair Shop
Crossan, E. A., Supplies Office

Davidson, Margaret J., Revenue Acctg.
Denholm, Gordon, Nanaimo Plant
Deshaw, Bernard F., Vancouver Mtce.
Docharty, William, Vancouver Mtce.
Downie, George, Vancouver Construction
Dunlop, John, Victoria Plant

Eastoe, Doreen, Ganges Traffic
Elvidge, Lillian J., Bayview Traffic
Empey, Hubert, North Mtce. (Returned)
Enves, DeVee, Agassiz Traffic
Esson, Edmund, New Westr. Mtce.

Evans, John, Building
Evans, Stanley, Plant Accounting

Ford, Joan, Alma Traffic
Fraser, Hugh W., Vancouver Mtce.
Fry, Thomas W., Engineers
Fuller, Jeanie R., Vancouver Toll

Gaetz, Lory A., Victoria Plant
Garrod, H. J., Repair Shop
Gaston, Ernest L., Head Office
Gibbs, Robert A., Vancouver Mtce.
(Returned)
Gibson, Josephine M., North Traffic
Goodall, Richard A., Kamloops Plant
Grant, Marjorie J., Vancouver Mtce.
Gray, D. E., Swbd. Installation
Gray, G. K., Swbd. Installation
Grierson, D. R., Swbd. Installation
Griffiths, Jean, Fairmont Traffic
Groat, Charles H., Kamloops Plant
Gunnlaugson, C. G., Repair Shop

Halford, R. F., Supplies Office
Hamilton, Audrey Y., Victoria Plant
Harkness, J., Swbd. Installation
Harper, John W., Victoria Plant
Heidman, Stewart H., Vancouver Mtce.
Hemer, J. R., Swbd. Installation
Henderson, Bertha, Glenburn Traffic
Henderson, Wesley, Vancouver Construction
Heselton, G. W., Repair Shop
Houlden, Edward, Engineers
Howell, J. Douglas, Victoria Plant
Hurst, Charles E., Vancouver Mtce.

Jackson, Andrew B., Construction
(Returned)
Jardy, Velma L., Kerrisdale Traffic
Jones, J. R., General Stores
Jones, Owen G., Victoria Comm'l

Kaayk, P. F., Swbd. Installation
Kaye, Robert G., Victoria Comm'l
Kelly, Elspeth, Fairmont Traffic
King, L. G., Repair Shop
Knox, Glen, Building
Kulai, George, Victoria Plant

Law, Alfred D. J., Building	Pratt, J. W., Supplies Office
Laxton, Irene M., Bayview Traffic	Purdy, H. A. F., Swbd. Installation
Lee, Lorna M., North Traffic	
Lennie, Agnes, Dial Service Traffic	Rae, Kathieen E., Alma Traffic
Lewis, Theos. L., Kamloops Plant	Rees-Thomas, Glyn, Head Office
Loftus, Joseph B., New Westr. Plant	Reilly, Stuart, Victoria Plant
Loutet, S., Swbd. Installation	Rickson, William E., Vancouver Mtce.
	Ross, Douglas, Nanaimo Plant
McAndrew, C. J., Clerk, Repair Shop	Ross, James, Head Office
McCartney, Robert, Construction (Returned)	Rudston, Edwin J., Engineers
McCready, Joseph F., Vancouver Con- struction	Scott, Clive, Vancouver Mtce.
McCulloch, K. A., General Stores	Scott, G. M., Repair Shop
MacDonald, G. C., Swbd. Installation	Scott, William G., Victoria Plant
MacDonald, N. S., Swbd. Installation	Sharp, Robert, Plant Clerical
MacDonell, Catherine, Victoria Traffic	Shaw, Muriel M., Plant Acctg.
McGee, Francis G., Jr., Victoria Plant	Sherry, D. C., Swbd. Installation
McIntyre, Katherine, Ocean Falls Traffic	Sherry, W. B., Swbd. Installation (Killed in action)
McKenzie, Patricia M., North Traffic	Sill, N., Swbd. Installation
McLean, Allan D., Vancouver Construc- tion	Sims, J. E., Swbd. Installation
MacLean, Dorothy H., Kamloops Traffic	Smith, Cyril A., Rev. Acctg.
McMillan, Douglas J., Head Office	Smith, Douglas, Victoria Plant
McMullan, Sydney, Vancouver Comm'l	Smith, Jack, Plant Acctg.
McNaughton, Ruby E., Bayview Traffic	Smithers, Edith B., Parksville Traffic
	Smyth, Edward G., Engineers
Madden, James A., New Westr. Plant	Sowerby, John C., Vancouver Mtce.
Mallett, Eric L., Vancouver Comm'l	Spencer, V. R., Repair Shop
Marsden, Arthur, Vancouver Installation	Stad, Amy B., Steveston Traffic
Marshall, Gwendolin C., Bayview Traffic	Stanley, Helen, Cranbrook Traffic
Mayne, Alice M., Abbotsford Traffic	Stenner, Gordon K., Vancouver Comm'l
Milligan, K. I. R., Swbd. Installation	Stephenson, J. A., Repair Shop
Mitchell, Gordon A., Plant Clerical (Returned)	Stirling, Joan, Kerrisdale Traffic
Morison, Donald, Engineers	Stoughton, Lois I., Hastings Traffic
Moyes, Lottie M., Vancouver Toll	Street, Eva, Dial Service Traffic
Murphy, Gordon B., Vancouver Comm'l	Strina, Rod, Head Office
	Strudwick, Ruth, Bayview Traffic
Nicols, F., Swbd. Installation	Sutherland, John, Building
Owston, Frank, New Westr. Mtce.	
Palliser, William V., Victoria Plant	Tomer, Edwin H., Vancouver Mtce.
Parker, Marion L., West Traffic	Turley, E. A., Swbd. Installation
Patey, Ledlie C., Comm'l Engrs.	Tyre, George H., Vancouver Mtce.
Payne, Isabel K., Creston Traffic	Tyson, Donald F., Victoria Comm'l
Perret, Russell, Kamloops Plant	
Perry, Dennis B., Victoria Plant	Varrick, Fred R., Vancouver Construc- tion (Missing; presumed dead)
Plummer, E. F., Swbd. Installation	
Popham, Catherine F., Ganges Traffic	Watts, Donovan, Plant Acctg.
Porter, Audrey, Victoria Traffic	Whaley, Robert E., Vancouver Construc- tion
Powell, George H., Powell River	Whitehead, Arthur L., Vancouver Mtce.
	Williams, Vivian E., Fairmont Traffic
	Wilson, Jacqueline, Hastings Traffic
	Wilson, Richard J., Engineers

TELEPHONE TALK regrets that as the men and women in the above list are now widely scattered and as changes are constantly taking place, it is not possible to publish particulars of rank, branch of service, etc.

Oliver Plant Man Retires

REBUBEN ECHLIN, district plant man at Oliver and a veteran B. C. Telephone and Dominion Government employee, has retired from the company's service.

On the occasion of his retirement, he was presented with an electric mantel clock by the plant staff of the Kamloops area. He will continue to reside in the Oliver district.

Reub. Echlin was born on a farm at Westover, Ontario, in 1878. In October of 1899, he came to Vancouver and went to work for the B. C. Telephone Company the following year. He became a lineman in 1901, his first climb being up a 50-foot pole in the days before safety belts were in use.

His next move was to Victoria, where he served on the telephone gang of which Jim Cummings was foreman. The last job he was engaged on there was the cutting of 20 feet off the towering 80-foot poles.

He then went to Dawson to work for the Dominion Government telegraph system, and was accompanied by Fred Meloche, for many years construction foreman in Vancouver. About a year later he rejoined the B. C. Telephone Company, working in New Westminster as a trouble-shooter. Then he aided G. H. Dobie to construct lines for the Chilliwack Telephone Company, and re-

mained as manager at Chilliwack for a couple of years. He was married at Chilliwack in 1908.

Into the Okanagan district he moved to help build the Okanagan telephone system. He was manager at various points in the area. He left the Okanagan company to rejoin the Government system in 1920, working in the Princeton division.

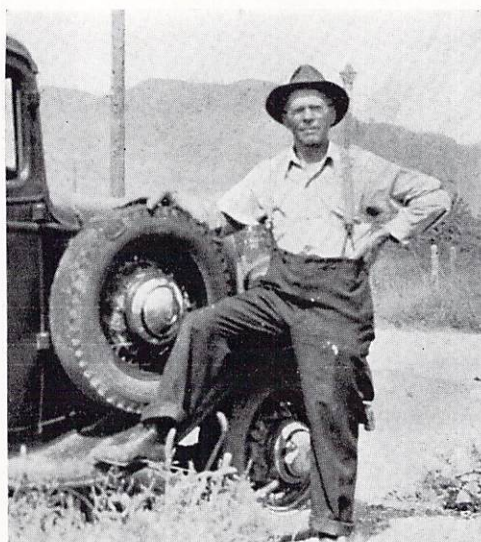
Telephone lines in the territory where Reub. worked were acquired from the Government by the B. C. Telephone Company in 1928, so, after eight years in the Government service, he returned to the B. C. Telephone Company as plant man at Penticton, where a toll office was maintained. Later, when the company gave up its Penticton office, he moved over to Oliver.

Reuben Echlin has four sons: George P. Echlin, a druggist at Bralorne; Earl Ross and Alan Grant Echlin, both in the Air Force; and Herbert Bruce Echlin, at home.

Mrs. George McCartney, wife of the B. C. Telephone Company's retired superintendent of construction, is a cousin of Mr. Echlin.

J. A. Ross, of the Kamloops plant staff, has succeeded Echlin as plant man at Oliver.

Ross joined the company in July, 1931, and was recently wedded to Miss Annie Grant, Merritt operator.



Reuben Echlin

Inflation In One Easy Lesson

By HARRY SCHERMAN

A Reader's Digest Condensation from Collier's

WHAT would a catastrophic inflation mean to us as individuals?

If a dollar could buy only a tenth of what it now does, nine-tenths of our savings would be wiped out as purchasing power; the 145,000,000 life insurance policies in force in the nation would provide enough money—most of them—for our funerals. Yet such painful personal difficulties would represent only the final pay-off, when at last a higher price level had been established.

What would happen while prices were skyrocketing would be far more distressing: the weekly wages of some 50,000,000 persons, though adjusted time and time again, would lag far behind the upsurging price level; every business unit in the land would face such maddening uncertainties in every item of costs and sales that the economic disorder would be beyond imagining.

Our money authorities know exactly what must be done to avert such a national calamity. Their principal obstacle is an ominous state of the public mind: the present widespread belief that we can escape a catastrophic inflation without taking the necessary drastic measures.

Evidence of this complacency has been the activity in Congress to raise farm prices and the drive by certain unions to raise wages still further. It is a mistake to attack this as greed. It means rather a total absence of understanding of how dangerously we are flirting with inflation, and of what it would mean to all of us. This incomprehension is not confined to farm and labor leaders.

The bald truth is that the only way we can now beat inflation is by uncompromising maintenance of price and wage controls and in addition by a

major operation on the pocketbook of every solitary income-earner. The time for that operation, long overdue, has come.

Elementary facts will lead every citizen to that conclusion. There are good records of catastrophic inflations going back eleven hundred years. Every single one has had the same central feature: *a sudden and enormous increase of money among a people without a corresponding increase in things to buy.*

Precisely that state of affairs now exists in this country. We are all aware, personally, that the goods we can buy are fast diminishing.

Few of us are alive to the other and graver side of the picture: how swiftly and how greatly the money we use is being increased.

Fifteen Years Ago

(FROM TELEPHONE TALK, July, 1928)

GEORGE H. HALSE, for six years president of the British Columbia Telephone Company, was appointed to the position of chairman of the board of directors, with Gordon Farrell as president and James Hamilton as vice-president and general manager.

* * *

All points in Germany were brought within the scope of trans-Atlantic telephone service on June 6. Service was extended to Copenhagen, Denmark, on June 29; to Malmo, Sweden, on July 1; and to Oslo, Sweden, on July 6.

* * *

Lawrence Leiper, of the Vancouver plant department, and Miss Lillian Polley were united in matrimony on June 23.

The new line from Grand Forks to Nelson opened on June 20.

* * *

(From TELEPHONE TALK, August, 1928)

THE British Columbia Telephone Company had an increase of 3,161 telephones in the first six months of 1928, bringing the total to 104,704.

* * *

Turnover in the operating staff, mainly due to matrimony, necessitated the equivalent of an entire new staff being trained and put into the positions vacated every six years.

* * *

Trans-Atlantic telephone service was extended to Switzerland and all points in Holland in July.

* * *

A romance of the Victoria commercial department culminated in the wedding on August 14 of Miss Sybil Ford and S. Gore Connell, recorder.

THE PIONEER TRAIL

By JACK C. HEMER

(This column is devoted to the activities of B. C. Chapter No. 53, Telephone Pioneers of America. News items of interest to Pioneers are requested and should be sent to the secretary-treasurer, Jack C. Hemer, 555 Seymour street, Vancouver.)

We say welcome to the following new members of the organization:

Allwork, Marjorie, Vancouver Traffic; Bielby, Irwin, Vancouver Plant; Boden, Lila, Vancouver Traffic; Borrie, John, Vancouver C. T. & S. Ltd.; Brown, Vera, Nanaimo Traffic; Cameron, Betty, Vancouver Traffic; Cameron, George R., Vancouver C. T. & S. Ltd.; Clarke, Harold M., Vancouver Commercial; Eaton, Millie, Vancouver Commercial; Enos, Mary C., Sidney Commercial; Falconer, Agnes, Vancouver Traffic; Friend, George, Vancouver Plant; Grant, Cora M., New Westminster Commercial; Gibson, Adin, West Vancouver Plant; Hooson, Flora, North Vancouver Traffic; Houston, Dan, Vancouver Plant; Lawrence, Alice, Vancouver Traffic; McGinn, Barbara, Vancouver Traffic;

MacPherson, Ralph S., New Westminster Commercial; Mills, Arthur, Vancouver C. T. & S. Ltd.; Miles, Jack C., Vancouver Building; Milne, Agnes M., Sooke Traffic; Plummer, Fred, Vancouver Plant; Powell, Albert, Vancouver Plant; Raftery, Ben, Vancouver Plant; Rankine, Dorothy M., North Traffic; Reid, Caroline, Vancouver Commercial; Reilly, Thomas, Duncan Plant; Saltmarsh, Evelyn M., Vancouver Commercial; Sauder, Harvey, Vancouver Plant; Sear, George, Vancouver Plant; Silver, William, Vancouver C. T. & S. Ltd.; Sims, Warwick, G., Vancouver C. T. & S. Ltd.; Skilling, William, Vancouver C. T. & S. Ltd.; Smart, Annie H., New Westminster Traffic; Smith, Elsie S., New Westminster Commercial; Squire, Earl T., Vancouver C. T. & S. Ltd.; Thompson, Roy, Vancouver Plant; Vallois, Frank, Vancouver Plant; Weaver, William, Vancouver C. T. & S. Ltd.; Weimar, Joseph, Vancouver Plant; Whitehead, Wallace, New Westminster Plant; Wilson, Agnes, Vancouver Traffic.

Our sincere sympathy to Miss Dorothy Howard and Miss Lila Boden, who recently were bereaved in the passing of their mothers.

Miss Leonie Michaud retired from active service on July 14. Our best wishes go along with her Life Membership.

Fred Buckle and Jack Hemer attended the annual meeting of Charles B. Hopkins Chapter No. 30, in Seattle, on June 3, and received a most enthusiastic welcome.

Hubert Dobinson, while on a visit to New York, called on the Association Secretary, Sam Cushing, and was greeted with open arms.

Ed Tomer is recovering from an operation.

Joe Garvie, while accumulating winter fuel, either ran into the log or it into him. Anyway, he landed in hospital. All will be pleased to hear that he is doing nicely.

Tommy Fleming has returned to duty after recent illness.

Our annual dinner, held May 28, apparently was a real get-together and favorable comments have flowed in from every direction.

Speaking of "pioneers", TELEPHONE TALK is in its thirty-third year.

J. D. Baker Passes Away

JAMES D. BAKER, aged 60 years, Alberta's deputy minister of railways and telephones and general manager of the Alberta Government telephone system, died at his home in Edmonton on Saturday, July 10. The end followed an illness of several weeks.

A sister and a brother serve the B. C. Telephone Company in Vancouver—Miss Nan Baker, of the traffic engineering department, and A. D. (Don) Baker, of the Marine-Pacific maintenance staff.

The late James D. Baker, a native of Charlton, England, came to Canada when a boy and began his telephone career at Winnipeg as an inspector with the Bell Telephone Company in 1902. He remained there until 1906 when he joined the staff of the Alberta Government Telephones as construction foreman.

For two years he was local manager for the provincial telephone system at Macleod, Alberta, and later became plant manager at Calgary.

He became general manager of the system and deputy minister in 1929.

He was president of the Telephone Association of Canada from 1934 to 1936, and was a director of the Trans-Canada Telephone system at the time of his death.

In the First Great War, he served with the Canadian Engineers and the Canadian Signal Corps.

He was married in 1908 to Edna Ethel Thomlinson at Calgary. Sur-

living in addition to his widow and brother and sister is a son, now on active service with the R. C. C. S.

Miss Nan Baker attended the funeral services which were held at Edmonton on July 13.

In memory of Mr. Baker, who was held in high esteem throughout the telephone industry, final tributes came not only from his immediate associates but from many parts of Canada.

Death of L. B. McFarlane, "Dean of Telephone Industry"

L. B. McFARLANE, Canada's "dean of the Telephone Industry", died at his home in Westmount, P. Q., on Wednesday, June 9. He was 91 years of age. Funeral services were held on Saturday, June 12, with burial in Mount Royal Cemetery.

On December 1, last year, Mr. McFarlane celebrated the 65th anniversary of his entry into the telephone field. Few men have experienced the thrill and satisfaction of seeing their life-work brought from such humble beginnings to a place of such outstanding importance in the life of people and the development of commerce and world affairs.

"L. B.", as he was affectionately referred to in telephone circles, at the age of 13 became a messenger boy for the old Montreal Telegraph Company. On August 10, 1876, he made the "first one-way long distance telephone call over a real wire line" from Paris to Brantford in the historic experiment of Alexander Graham Bell's invention. He later became managing director of the Dominion Telegraph Company at Toronto. Later, he was sent to Montreal with an appointment as manager of the "Eastern Department" of the Bell of Canada, incorporated on April 29, 1880. He was president of the Bell Telephone Company of Canada from 1915 to 1925.



*The late James D.
Baker*

A Cook Named Cooke Became a Telephone Man

“I’LL bet one dollar that I’ve been a cook longer than anyone here.”

The speaker was one of a group of employees on a C. P. R. dining car in 1918. Another man promptly challenged the assertion.

“I’ve been a cook for 20 years,” said the first speaker.

“Well, I’ve been a cook all my life—my name is Cooke,” said the challenger. He won the dollar.

The cook named Cooke is the same man of that monicker who recently retired from the British Columbia Telephone Company, after 23 years of service in the organization’s printing department, Vancouver.

William Henry Cooke was born in London, England, on June 13, 1878. He lived for a few years in the Isle of Wight. He came out to Canada at the age of nine, his family settling in Winnipeg. In Winnipeg he held a variety of jobs, working in a lawyer’s office, a printing shop, and, finally, the post office. He was employed as a letter carrier for nearly 20 years.

In order to see more of the country, he got a job as a dining car cook. This brought him to Vancouver, where he decided to stay. After working in a number of printing offices, he joined the printing and stationery staff of the Telephone Company in August, 1920, continuing

in the same department until his recent retirement.

Bill Cooke is married and has two sons, Harry and William, and two grandsons and two granddaughters. He is an enthusiastic gardener.

On the occasion of his departure from the telephone company, associates honored him at a luncheon at the Georgia Hotel, at which the host was N. F. Pullen, manager of the printing and publicity department. The gift from the staff was a standard lamp.

Van-Tel Credit Union

At the recent convention of Credit Unions of British Columbia, at which

some 50 credit unions were represented, the honor of being elected a director was conferred on Lindsay Morrison, Fairmont maintenance, while Leo Morris, toll maintenance, was elected an auditor.

Van-Tel Credit Union, operated by employees of the B. C. Telephone Company in Vancouver, continues to grow. It now has over 650 members and assets of over \$50,000.

A recent improvement of service to members was the employment of a permanent clerk at the Credit Union office, Room 410, 543 Granville street. The office is now open for business daily from 2 p.m. to 6 p.m., and on Saturdays from 12 noon to 2 p.m.



W. H. Cooke

He Followed His Father into the Telephone Business

IT'S a case of "like father, like son" in the career of Earl Clements, who recently became Fred Tremblay's chief lieutenant in the repair shop, Vancouver.

For Earl's father, Sam J. Clements, preceded Earl as a telephone man, having been construction foreman for the Manitoba Government Telephones from 1900 to 1918. Earl, himself, has been a telephone man for nearly 20 years.

Born in Winnipeg, Earl Clements came to Vancouver with his parents in 1918, and six years later, in January, 1924, he joined the staff of the B. C. Telephone Company.

After working on numerous switchboard construction jobs, he was transferred to the maintenance department, but returned to switchboard construction in 1934. He worked on P.B.X. installations during the conversion of downtown Vancouver telephones to the dial system of operation, and also on the installation of call indicator equipment in Vancouver manual offices. He was foreman in charge of dial installation at Fraser. He was made second-in-command to Fred Tremblay, who has charge of the shop, in May last.

Earl contracted the aviation "bug" in 1929 and got in eight hours of solo flying before the war put a stop to private sky riding. He has made many passenger flights.

He proved telephonically minded even in matrimony, wedding Miss Bessie Baillie, one-time operator and later of the special data division of the traffic

engineering department. They have one son, Robert, aged 11 years.

He took a keen interest in amateur theatricals for a number of years as a member of the Duo Club, now disbanded because of the loss of so many members to the armed forces.

His first telephone experience came as a boy in Winnipeg. "I used to ride around on the telephone waggon with my dad, before the automobile came into use," he says.

So, although still a young fellow, he has actually been associated with the telephone industry since the horse-and-buggy days.



Earl Clements

"I Want to Report a Forest Fire"

(Continued from Page 13)

an awkward position. With this thought in mind, it seems hardly necessary to voice the customary warning in connection with the prevention

of forest fires. If British Columbia were stripped of all her forests it would be a great blow to telephone service, and conversely, if the telephone suddenly vanished from our midst, it is more than probable that we would soon have vast uncontrolled fires raging in our timber, fires that could have been prevented, or caught in their incipient stages if they had been reported in time . . . by telephone!

Picnic Pictures Next Issue

THE B. C. Telephone picnic, in story and picture, will be covered in our next issue.

Call for Help on the Home Front

VANCOUVER'S combined welfare organizations will shortly make their annual appeal for funds—an appeal to meet humanitarian needs on the “home front”.

These needs, it is pointed out, do *not* decrease in wartime.

There are still the blind, the crippled children, the sick children threatened with tuberculosis, handicapped war veterans and others.

War has not magically caused the blind to see, or the sick to be well, or the vital requirements of neglected children to be met. There are so many people, young and old, who continue to need the kind, constructive hand of the “good neighbor”. The number of children brought before the Vancouver Juvenile Court, for example, increased 75 per cent in the first three years of war.

A home battle-line of social service is established, and it is manned by skilled workers. The line must hold. The social welfare front must not crack. If it does, there will be incalculable consequences in sickness, crime, divorce and broken men and women.

These are points recommended to our attention when we con-

sider what we should contribute this year.

In charge of the Telephone Company's canvass, which will commence on September 13, will be W. S. Pipes.

He will be assisted by the following: Miss H. L. Montgomery, traffic; Miss Muriel Beaton, engineering department; J. C. Hemer, C. G. McCall and J. Southworth, plant; R. M. Smith, commercial; T. M. Sherwood, revenue

accounting; W. G. Lindsay, head office; J. Baigent, building and janitors.

Traffic sub-committee: H. W. Foulkes, general traffic; Miss Doris Whitty and Miss Pearl Edwards, Bayview; Miss Edith Horton, Fairmont; Miss Bernice Milton, Hastings; Miss Jean Wilson, Alma; Miss Jean Fitzpatrick, Dexter; Miss Ellen Franks, Glenburn; Miss Winifred Smith, Kerrisdale; Miss Kathleen Morris, Langara; Miss Doris Keen, North; Miss Annie Brooks, West; Miss Freda Pearce, D.S. “A”; Miss Pauline Anderson, Information; Miss Grace Eccleston, Long Distance; Miss Mary Weber, Observation; and Miss Dorothy Bunyan, Operating School.



The latest word from Pipe-Major Edmund Esson of the Seaforths (above) is that he is in Sicily. Eddie is a peace-time member of the New Westminster maintenance staff.

Ex-Operators Rally to Aid of Telephone Company

A NEWSPAPER advertisement, appealing to former telephone operators in Vancouver to re-enter the company's service to relieve an acute staff shortage, met with a wonderful response, 125 signifying their willingness to help out in the emergency.

The company wishes to thank all of these ladies for the fine spirit and loyalty they displayed.

Under the heading, "An Appeal to Former Telephone Operators," the advertisement said:

"Because of the heavy demands being made by war services and essential industries on the supply of female help, former telephone operators who have worked for the British Columbia Telephone Company at any time during the past 15 years are asked to consider re-entering the employ of the company to assist in maintaining efficient telephone service in Vancouver.

"Such re-employment could be on a part-time or full-time basis, according to individual circumstances.

"Anyone assisting in this way will have the satisfaction of knowing that she is doing essential work having a direct bearing on the war effort. The telephone system is vital to the Army, the Air Force, the ARP, the Aircraft Detection Corps and the war industries."

Busy Fingers Doing War Work

THIS young lady is one of the hundreds of Vancouver telephone operators who are doing an important war work by handling calls at the switchboards.

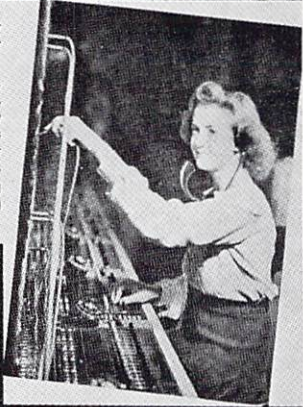
The telephone operators speed the manufacture of ships, aeroplanes and other essentials of war. They aid the Army, Navy and Air Force. They are vital to the ARP. They handle the calls that tell the authorities what aeroplanes are aloft over British Columbia, so that machines off their courses may be saved and enemy aircraft may be spotted.

Telephone calls are immensely important in wartime, and the operators who handle them are making an essential contribution to the national effort.

OPENINGS FOR TELEPHONE OPERATORS

There are openings for telephone operators in Vancouver at the present time. Applicants must be single girls between the ages of 16 and 24 inclusive, with good eyesight and hearing and in good health, and must have completed public school education. Employment will be permanent and working conditions are good. An expense allowance is paid during the training period.

Apply to National Selective Service, 734 West Hastings Street, Order No. 38623-3.



B.C. TELEPHONE COMPANY

Here is a small reproduction of a five-column newspaper advertisement, one of a current series stressing the importance of telephone operators in the war effort. The operator whose picture appears is Miss Frances Butler, of the Kerrisdale staff, Vancouver.

Priorities on Toll Calls

A SYSTEM of priorities for urgent long-distance telephone calls was inaugurated on July 1 by the British Columbia Telephone Company, in co-operation with all telephone systems in Canada and the United States.

The volume of long-distance traffic is now such that there is sometimes considerable delay between certain points. The plan of priorities does not ration long-distance calls, but merely provides that when lines are crowded, certain urgent calls pertaining to public safety or the successful conduct of the war may be given preferred handling.

An American soldier in Iceland wrote home, "It's so cold here the inhabitants have to live somewhere else."

Miss Leonie Michaud Retires

MISS LEONIE MICHAUD, of the head office staff, Vancouver, retired on June 22, after 32 years of service in the British Columbia Telephone Company.



Miss Leonie Michaud.

She was the guest of honor at a party held on June 14 at the home of Miss F. Jones, attended by co-workers, by old friends in the traffic department and by some former members of the head office staff. The gift from the assembly was a sterling silver hairbrush, Miss B. Jackson making the presentation. She also received a corsage of pink rosebuds. There was a programme of games and Mrs. M. Moore presided at the tea table. On the occasion of her departure on

June 22, Miss Michaud received a farewell gift from the staff, a sterling silver mirror and comb to complete her set. H. H. Oakley, chief accountant, made the presentation, expressing good wishes for her future happiness.

She joined the company on February 21, 1911, as an operator at Milner, the predecessor of the Langley office, and later held the positions of chief operator and agent. She was transferred to Vancouver on August 13, 1923, joining the head office staff.

Bowling, a sport in which she has won a number of prizes, has been a popular pastime with her.

She now resides at Langley Prairie.

"Dinna Ye Hear the Pipes?"

STIRRING strains of the pipe band of Vancouver's Seaforth Highlanders, playing to Canadian soldiers in Sicily, were recently heard in B. C. homes via the Canadian Broadcasting Corporation. The band was led by Pipe-Major Edmund Esson, who is, of course, a New Westminster telephone man.

There's a picture of Pipe-Major Esson on Page 24 of this issue.



Members of the B. C. Telephone Mixed Bowling Club, Vancouver, assembled in Hotel Georgia for their annual banquet. Photo by Sunday.

Hockey Star and Telephone Man Dies in Vancouver

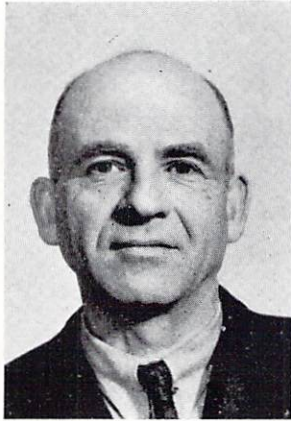
LESLIE STEEL, former Nelson hockey star and a long-service employee of the British Columbia Telephone Company, died in Vancouver on May 13.

Although his early telephone career was spent in the Kootenay country, he had been a member of the Vancouver maintenance staff since 1919, being in charge of the quick repair crew working out of the Seymour Building.

Leslie Reginald Steel was born in Regina, Sask., February 26, 1886. He moved to Nelson, with his parents, at the age of 14, and he started with the Telephone Company there as a messenger boy. A number of jobs intervened, however, before he became permanently established in the telephone industry at Grand Forks. He worked for a time for the West Kootenay Power Company, and for a number of years was construction foreman for the city of Nelson. After a period as plant man at Grand Forks, he was back in Nelson for three years and then, in 1924, he was transferred to Vancouver, where he remained.

A star hockey player during the heyday of the Patricks in Nelson, Les was a member of the famous Nelson team (along with Lester and Frank Patrick, Archie and Harry Bishop, Al Horswill, Bellrose and Dunne) that won the inter-provincial senior hockey championship in 1908-09. His other sports were fishing and hunting.

Surviving are his wife, to whom he



The late Leslie Steel.

was married on July 14, 1911; two sons, George and William; a brother, Ernest, of the B. C. Telephone Company's plant staff, Nelson; and a sister, Mrs. Jack Teague, of Nelson.

The funeral was held on May 17, from the Mount Pleasant undertaking parlors, with burial in Ocean View Cemetery.

Telephone Installations Further Restricted

THE British Columbia Telephone Company's system is now approaching the limit of its capacity. Because of necessary Government restrictions designed to save materials, manpower and manufacturing facilities for war purposes, additions cannot be made to switchboards or automatic equipment, or cables. It is a case of simply doing the best that can be done with what is available until the war is over.

Each telephone central office can handle just so many lines. When that limit is reached, no more lines can be added. In each area, enough lines must be set aside to take care of requests for essential telephone service between now and the end of the war. This leaves very little for non-essential service, and so the company has been compelled to put even more stringent regulations into force, covering the installation of non-essential telephones.

Newspaper advertisements have advised the public that further restrictions are necessary.

Vancouver and the Mainland



Three generations of the McCartney family assembled for the "Golden Wedding" of George McCartney, retired superintendent of construction, and his wife. Left to right: Robert M. McCartney, grandson; Mrs. Cecil G. McCartney; Cecil G. McCartney, son; Mrs. and Mr. George McCartney; Mrs. Verna Jessen, daughter; Mrs. Robert McCartney; and, in front, Maureen, a granddaughter.

Photo by Dominion Photo Co.

Dial Service, Traffic

A MISCELLANEOUS shower was held at the home of Miss Alberta Muir in honor of Miss Ena Hodgson, who resigned to be married. Miss Freda Pearce, instructress, presented Miss Hodgson with sterling silver flatware, on behalf of the staff.

A personal shower was held at the home of Mrs. George Masse in honor of Mrs. Gladys Lang, who has resigned to take up residence at Whitehorse. Among the numerous gifts was a trunk from the staff.

Miss Alberta Muir, who has resigned to be married, was honored with a shower at the home of Miss Ann McNaughton. The gift from the staff, a tri-lite lamp, was presented by Miss J. Booth, chief operator.

Miss Margaret Smith, supervisor, has been transferred to the traffic assignment bureau.

Corp. Eva Street, R.C.A.F. (W.D.), a former member of the staff, was a recent visitor at the office.

* * *

Kerrisdale Traffic

Miss EDNA SNELL has resigned because of ill health; Miss Joan Stirling, to join the Navy; and Miss V. Jardy, to join the Army. Miss Shirley White, Miss Noreen Beamish and Miss J. Dowie have also resigned.

* * *

Fairmont Traffic

THE Misses M. McKay,

M. Kinnarny and B. Howden have resigned to be married.

Resignations have also been received from the Misses H. Day, G. Robertson, N. Roy, M. Clandinin, E. Nemechek, D. Thomas and E. Batt.

The sympathy of the staff is extended to Miss Doris Boden in the loss of her mother.



A last winter photo of Scott and Peggy Owen, children of V. C. Owen, of the commercial department, Nelson.

Miss Jean Griffiths has joined the "Wrens". On leaving, she was presented with a pen and pencil set and a camera case.

Miss Elspeth Kelly has become a member of the R.C.A.F. (W.D.).

Miss Irene Craig has resigned to be married.

Resignations have been received from the Misses G. Mattinson, H. Murphy, V. Williams and D. Hamill.

* * *

Hastings Traffic

Miss DORIS KING has resigned to be married. The gift from the staff was a coffee table.

Miss Winifred Cain and Miss Theresa Rawlings have been transferred to Long Distance, and Miss Iris Dun- can to Glenburn.

Miss Edna Bennett and Miss Joseph- ine Lapinsky have resigned.

Miss Signe Edenholm has resigned because of ill-health.



Cpl. and Mrs. Ross Perry and wedding group. The bride is the former Marguerite Burrows, of the Hastings operating staff. Included in the attendants is Miss Catherine Northrup, also of Hastings, second from the right.

Miss Grace Elliott has succeeded Miss Morrison as exchange clerk.

Miss Patricia Astley and Miss Elspeth Preston have resigned.

* * *

North Traffic

Miss L. LEE has resigned to enter the naval service as a "Wren". Before joining the North staff, she served as an operator at Trinity and Hastings. As a parting gift from the North staff, she received a suitcase.

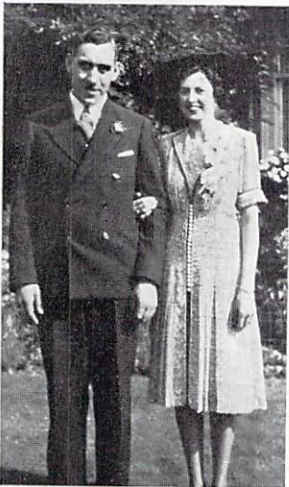
* * *

New West- minster Traffic

THE resigna- tions were recently re- ceived from Miss C. Swann, desk clerk, and Miss B. Hardy, both of whom left to be mar- ried. Miss M. Manson has

Miss Irene Astley has resigned to be married.

The wed- ding of Miss Jessie Mor- rison to Frank Nogar took place on June 12. A miscellaneous shower was held at the home of Mrs. Jean Nesbitt. Gifts from the staff were pillows and a picture.



Mr. and Mrs. Louis Sigvard- sen. Mrs. Sigvardsen is the former Miss Eleanor Collins, of Hastings.



Mr. and Mrs. R. A. Gibbs honeymooning at Yellow Point. The bride is the former Miss Jessie Hally, of the Hastings operating staff, while the groom is a maintenance man.

also resigned. Gifts from the staff included a walnut curio cabinet and crystal stemware for Miss Swann, twin

travelling bags and a Coalport ornament for Miss Hardy, and a figurine for Miss Manson.

Vancouver Island

Victoria Local

DEEPEST sympathy is extended to Miss Lorna Bird, D.S. "A" operator, whose brother, Flight Sergeant Robert S. Bird, R.C.A.F., previously reported missing on active service, now is reported dead. He was an air gunner on a Lancaster bomber which was lost over Berlin, January 16 last. His mother has been advised he was buried at Duisburg, Germany.

* * *

Victoria Toll

Mrs. M. C. CHARLEBOIS, *nee* Margaret Murray, is receiving congratulations on the birth of a daughter, Jean Yvonne, on August 3, 1943. Mrs. Charlebois was formerly a supervisor on the Long Distance staff.

Cumberland

Miss EDNA THOBURN, combination operator, resigned recently. The members of the operating staff presented her with a small gift, along with their good wishes, for future success in her new endeavor.

* * *

Miss Parsell Heads Victoria Club

Miss EDITH PARSELL, cashier in the Victoria commercial office, was re-elected president of the Victoria Business and Professional Women's Club at the recent annual meeting.

Ocean Falls

Miss KATHARINE MCINTYRE, agent, resigned on August 5, to join the Services.

Bouquets in Our Mail Bag

Praise for Nanaimo Operators

FROM a letter to the B. C. Telephone Company, Nanaimo:

"On Monday, June 14, 1943, I received the sad news of the passing of my father.

"This necessitated my calling several times to Toronto and also to Vancouver and several local calls here in Nanaimo.

"I wish at this time, sir, to thank your staff that was on duty that night for the kind sympathy and their efficiency in placing my calls. At times like this it is nice to know that there are such grand people in the world who will go so far to help.

"Being a Bell Telephone man myself I realize the difficulties your staff must have had in placing some of the calls I did make. They truly carry on in 'The Spirit of Service'.

"My heartfelt thanks to you and your staff."

—LEO G. BECKETT,

Department of National Defence,
Army, Nanaimo, B. C.

* * *

FROM a letter to Ralph S. MacPherson, district commercial superintendent, New Westminster:

"I wish to convey through you my thanks to the night operator in charge

on Saturday, May 8th, for the way she handled the call I put in to 2125 and for informing me of the cause of the alarm without delay.

"Let me at this time also thank you for your staff's excellent co-operation in calling in the off shift on the night of May 6th for the Butler Tire Company's fire."

—N. M. MATHESON,
Chief, Fire Department,
New Westminster.

(The operator referred to is Miss Gladys Emery.)

* * *

Compliment from Courtenay Fire Chief
FROM a letter to Mrs. A. Tuck, Courtenay chief operator:

"I wish to convey to you and the operator who was on duty on the morning of March 14th at 12.15 a.m., the appreciation of myself and the Courtenay Volunteer Fire Department, for the excellent manner in which a very difficult situation was handled.

"As you probably know, we rely on the telephone a great deal to call our men out to night fires. Immediately your operator plugs in the siren switch and notifies me as to where the fire is my wife calls the firemen whom she thinks will not hear the alarm. This means possibly twelve calls in quick succession, and I realize how difficult this is for the operator when the sound of the siren has greatly increased her other calls. In this particular case our calls went through without a hitch, in fact some of the men did not answer immediately and another number had been called, but your operator made the connection as soon as they answered. At all times we receive good service, and there have been some times in the past when this service was particularly of mention, but very often my wife knew the voice of the operator and we realized that she was an experienced one. In this case her voice was not recognized,



Sailor and soldier sons of Art Sill, Dexter plant man. Norman, left, is a peace-time employee of the switchboard construction department. Corporal Stanley is in the Signal Corps.

and knowing that you have been training inexperienced help I felt that it was quite possible that some newcomer was on duty and that I should convey our appreciation in this manner."

—L. A. CLELAND, Chief,
Courtenay Volunteer Fire Dept.

(The operator on duty was Miss Margaret Forrest.)

* * *

A Good Job by Ranniger and Dunnigan
FROM a letter to the British Columbia Telephone Company, Vancouver:

"I have signed and am returning the order form enclosed with your letter of July 14th. I wish at the same time to express my appreciation of the prompt and efficient way in which the work was done; it was completed yesterday."

—PAUL R. JOSSELYN,
American Consul General,
Vancouver.

(The work was done by H. A. Ranniger and J. Dunnigan of the installation department.)

* * *

Tribute to A. L. Russell

FROM a letter to C. B. Diplock, general manager:

"I wish to take this opportunity to express the sincere appreciation of the

Provincial Board of Health for your company's contribution to the success of the recent Industrial Health Education Week.

"The development of this programme required a tremendous amount of skilful organizing, and the fact that the campaign was carried out on an extensive scale to a highly successful conclusion is a tribute to the able direction of your Mr. Albert L. Russell in his capacity as president of the Junior Board of Trade.

"The generous co-operation of your company in making it possible for Mr. Russell to take the required time for the organizing of this campaign reflects in no small way its public-spiritedness.

"We feel that you will share with us the satisfaction of a splendid achievement in the field of public health, and derive pleasure from the knowledge that so substantial a contribution was made by one of your very able young executives."

—G. F. AMYOT, M.D.,
Provincial Health Officer,
Victoria, B. C.

* * *

"The Good of the Public at Heart"

FROM a letter to N. G. Fitchpatrick, general superintendent of traffic:

"Will you kindly convey my appreciation to the operator who so promptly answered my call on Friday, May 7th, at 4.15 p.m. in my time of trouble. It seemed to me by her promptness that she stayed right on the line until I had made the necessary calls. It was an act of kindness that I shall long remember. She certainly has the good of the public at heart."

—EVA JOHNSTON,
FA 0171-M.

(The operator was Miss D. Wilks, of the Fairmont staff.)

* * *

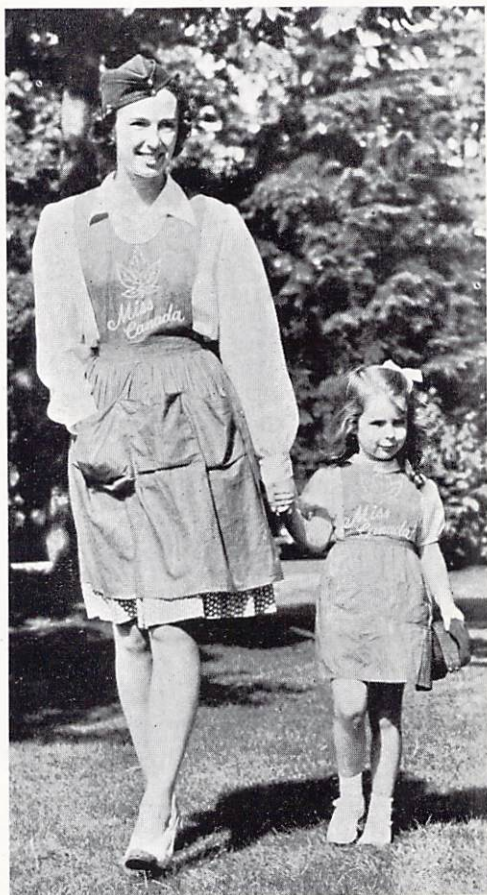
A "Thank You" to Haney Operators
FROM a letter to Miss D. Clark, agent at Haney:

"The Board of Directors wish to express their appreciation of the service given them by your long distance operators on several occasions during the past few weeks, and for the trouble taken in putting through long distance calls without proper and correct numbers."

—M. PENTREATH, Secretary,
B. C. Women's Institute.



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"Miss Canada" girls. Miss Hazel Goodall, Kerrisdale operator, and her little sister Betty, who helps her to make record sales of War Savings Stamps. See Page 8, pictorial section.

Statement of Development, July 1, 1943

British Columbia Telephone Co.

	No. of Tels. Jan. 1, 1942	No. of Tels. Jan. 1, 1943	No. of Tels. June 1, 1943	No. of Tels. July 1, 1943
Abbotsford	417	429	438	440
Agassiz	158	159	161	160
Albion	236	267	275	277
Aldergrove	79	82	83	85
Balfour	11	13	12	12
Belmont	263	285	285	289
Bridge River Mines	119	110	112	111
Chase	37	37	39	41
Chemainus	326	316	319	320
Cloverdale	595	622	639	646
Cobble Hill	234	228	233	235
Colquitz	426	477	492	495
Courtenay	877	876	887	892
Cumberland	303	291	297	295
Duncan	1,378	1,373	1,381	1,381
Ganges	218	221	221	224
Golden	58	60	61	61
Grand Forks	256	253	259	260
Greenwood	42	44	45	46
Hammond	214	197	200	200
Haney	501	445	453	454
Hope	75	82	78	78
Invermere	79	77	80	81
Kamloops	2,004	2,067	2,091	2,093
Kaslo	72	85	84	84
Keating	318	323	324	325
Keremeos	63	61	63	64
Ladner	495	507	517	519
Ladysmith	369	380	383	386
Langley	584	615	630	631
Mayne Island	62	61	60	60
Merritt	169	165	166	165
Nakusp	33	32	33	33
Nanaimo	2,606	2,676	2,729	2,725
Nelson	1,986	2,003	2,004	2,015
New Denver	67	72	74	73
New Westminster	6,181	6,395	6,615	6,635
North Vancouver	3,669	4,001	4,123	4,136
Oliver	185	207	210	211
Parksville	271	265	265	276
Port Alberni	1,725	1,803	1,846	1,847
Port Coquitlam	207	212	217	216
Port Moody	184	186	189	190
Princeton	156	157	162	165
Richmond	1,070	1,022	1,040	1,043
Rock Creek	32	28	31	31
Rossland	431	447	451	451
Sidney	533	695	732	740
Sooke	48	47	48	51
Trail	2,529	2,601	2,646	2,653
Vancouver	86,220	88,833	90,562	90,675
Victoria	21,766	22,535	22,883	22,908
West Vancouver	2,324	2,487	2,542	2,546
†Westwold	10	11	10	10
Toll Stations	516	524	551	557

Totals 143,807 148,447 151,331 151,597

Chilliwack Telephones Ltd. 1,193 1,264 1,280 1,293

Kootenay Telephone Co. Ltd.

Cranbrook	495	487	484	477
Creston	230	237	237	236
Fernie	205	220	223	223
Kimberley	213	219	219	218
Michel	58	54	52	53
Toll Stations	36	29	27	27

Totals 1,237 1,246 1,242 1,234

North-west Telephone Co.

Campbell River	112	112	110	111
Ocean Falls	146	153	150	152
Powell River	1,210	1,210	1,205	1,207
Prince George	367	405	511	524
Toll Stations	2	3	3	3

Totals 1,837 1,883 1,979 1,997

Mission Telephone Co. Ltd. 355 360 372 375

Totals for above companies 148,429 153,200 156,204 156,496

(Gain from January 1, 1943, to July 1, 1943, 2.2%)

Connecting companies in B. C.	8,662	9,121	9,282	9,321
Totals including connecting companies	157,091	162,321	165,486	165,817

†Operated from Kamloops.



They Serve their Country at Switchboards

The telephone operators are doing a vital war work. The calls they handle help to build ships and aeroplanes and many other things we need for victory. They are a part of our country's defence system, doing a great deal to assist the Army, Navy and Air Force.

The ARP relies on them. They handle most of the Aircraft Detection Corps messages that keep the authorities informed about aeroplanes aloft over British Columbia, so that machines off their courses may be saved, and enemy aircraft may be spotted.

The telephone operators of British Columbia are making an important contribution to the national effort.